



# Medicaid Administrative Claiming Random Moment Time Study ***Participant*** Manual

*for*

**Washington State School Districts**

Updated October, 2015

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## **Introduction**

Some of Washington's most vulnerable residents experience difficulty accessing needed health care. Government agencies provide numerous services to Washington residents on a daily basis to ensure their overall well-being. Federal funds are available through the Health Care Authority's (HCA) Medicaid Administrative Claiming (MAC) program to reimburse government agencies for some of the cost of their allowable Medicaid administrative activities, when those activities support provision of services as outlined in the [Washington State Medicaid Plan](#).

The amount of time spent on these allowable activities is captured through a Random Moment Time Study system (System). HCA contracts with the University of Massachusetts Medical School (UMMS) for the operation and day-to-day administration of the time study and claims calculation.

## **Washington Apple Health**

Washington Apple Health is the name used in Washington State for Medicaid which includes [Washington Apple Health for Kids](#). Many children in Washington State are still uncovered, even though they are eligible. Health care coverage does not just help when children are sick but covers preventive care like immunizations, physical exam, and even dental check-ups. Washington Apple Health is administered by Washington State Health Care Authority.

## **What is Medicaid Administrative Claiming**

A federal reimbursement program that allows eligible governmental entities, including public school districts, the opportunity to receive partial reimbursement for the expenses incurred when staff perform allowable "administrative" activities.

## ***Medicaid Administrative Claiming Activities***

Examples of activities that staff perform include:

- Conducting outreach to residents with no or inadequate medical coverage.
- Explaining the benefits of the Apple Health program.
- Assisting Washington residents in applying for Apple Health.
- Linking Medicaid clients or potential Medicaid clients who are in need of healthcare services to Medicaid providers.

## ***MAC FACTS***

- The Center for Medicare and Medicaid Services (CMS) is the federal agency that authorizes the MAC program nationally.
- Health Care Authority (HCA) is the single Title XIX Medicaid agency in Washington State that administers the MAC program and is responsible for monitoring all MAC contractors.
- University of Massachusetts Medical School (UMMS) contracts with HCA for the operation of the statistically valid time study model and for the day – to – day administration of the time study.
- Governmental agencies may contract with HCA to participate in the MAC program.

## **Staff Participation**

Your school district has selected you to participate in the RMTS because you may perform Medicaid Administrative Claiming activities during your workday.

## **How the RMTS Works**

- The RMTS system you participate in, captures the time you spend on your daily activities and is designed to be as quick and unobtrusive to participants as possible.
- You may or may not be selected for any given quarter.
- You only complete the time study for randomly selected moments (one minute moment in time).
- You should not change your normal work activities, but you should maintain your regular routine. This is important to the accuracy and validity of the time study.

## ***Information Needed to Complete the RMTS***

You will answer four questions regarding your randomly assigned moment and certify your responses:

1. What type of activity were you doing?
2. What were you doing? (Specifically)
3. Why were you performing this activity?
4. Who were you working with?

## ***When do I need to Complete a Moment?***

- Participant's moments are randomly chosen throughout each quarter of the calendar year: (Note: You will not get moments in July-September), October – December, January- March, April-June.
- Since moments are randomly selected over a quarter, it may be necessary for you to complete a single moment, multiple moments or no moments at all.

## ***Participating In the RMTS***

### **Participant Registration**

Your MAC coordinator will notify you that you are an eligible RMTS participant and will register you in the System. Once you are registered, you will receive a welcome email with your user ID, a temporary password, and instructions for creating your own private password. This email also includes the link to the required online training. **You must create your own password and complete the training before you can begin answering a moment.**

### **Welcome Email Notice Example for registration**

Subject: Welcome new user: RMTS Login information

Welcome Robert Baker,

This confirms your registration in the University of Massachusetts Medical School's Claiming system for the Washington State Random Moment Time Study.

When you login for the first time you must check the box to accept the terms and conditions of the User Agreement then create a new password.

You will need the following information to log in and create your new password and complete your assigned moments.

Your User ID is BakerRob

Your initial, temporary Password: jgps6qkd

The website <https://www.chcf.net/chcfweb/sbc/ma-rms?userID=BakerRob>

If you are selected to participate in this quarter's Random Moment Time Study process, you will receive future email notification(s) to that effect. Prior to completing moments please access the Online Training from the left navigation bar and follow the instructions.


#### **IMPORTANT INFORMATION:**

- 1) Your User ID and password are case sensitive. Enter them exactly as shown above in upper and lower-case.
- 2) For security reasons, when you log in for the first time, you will be asked to create a new password. Passwords must be at least eight (8) characters long and include both letters and numbers. Once you create your private password, the temporary password becomes invalid.
- 3) If you forget your password or need a new one, you can reset your password. On the main login screen, click on the "Forgot Password?" button and follow the instructions.
- 4) If you would like to review the RMTS process, log in, select "Online Training" from the left navigation, and follow the instructions.

For further assistance on accessing the site, please e-mail [MAC@hca.wa.gov](mailto:MAC@hca.wa.gov). Thank you.

### **RMTS Training Log-in Screen Example**

See next page



Center for Health Care Financing

UMASS MEDICAL SCHOOL

A Commonwealth Medicine Center of Distinction

WASHINGTON RANDOM MOMENT TIME STUDY

# Washington Random Moment Time Study

Login

User ID:

BakerRob

Password:

••••••••

☒ Remember User ID
 

Login

[Reset/Forgot Password?](#)

[Instructions for Logging in](#)

Welcome to the State of Washington Random Moment Time Study (RMTS) home page.

This website can be used to:


- Complete your Time Study Moment
- Track and maintain a history of your Time Study Moments
- Manage user access to data, ensuring state-of-the-art security and compliance with all applicable federal security and privacy guidelines

Training materials for completing the RMTS, including an online tutorial, are available after logging on.

To learn more about RMTS and Medicaid Administrative Match claiming, please visit:

<http://www.hca.wa.gov/medicaid/mam/pages/index.aspx>

## Completing the required RMTS participant training



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WASHINGTON RANDOM MOMENT TIME STUDY

Administrative Claiming

Random Moments

Online Training

State: WA-SCHOOLS School District: Abc School District

Random Moment Time Study

Welcome Robert Baker, You have been chosen to participate in the Washington State Random Moment Time Study. Your active moments are listed below. They will remain active for 2 working days. Please click the moment you wish to complete and answer the displayed questions. Thank you for your participation!

Active Moments

Prior Moments

Document your Activity for 01/03/2013 11:57 AM

If you need to revise a previously documented moment, you may do so by clicking on the "Prior Moments" tab above.

Please Note: A prior moment may only be revised during the acceptable grace period for that moment. The Grace Period for completing or revising your activity is 2 Business/School Days from the Moment time.

For further assistance logging on or accessing the site, please e-mail [MedicaidAdmMatch@umassmed.edu](mailto:MedicaidAdmMatch@umassmed.edu) or 1-800-535-6741. For program questions please contact 1-360-725-1950.

P-6

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A Commonwealth Medical Center of Distinction

WASHINGTON RANDOM MOMENT TIME STUDY

My Profile | Home | Logout

Administrative Claiming	Online Training Materials						
Online Training	Online Training Links						
Online Training Materials	To access online training, select the appropriate link.						
	<b>Note:</b> If you have a Popup Blocker enabled, select the link, then follow your browser's instructions to allow popup windows from www.chcf.net.						
	1						
	<table border="1"> <thead> <tr> <th>Title</th> <th>Description</th> <th>Upload Date</th> </tr> </thead> <tbody> <tr> <td><a href="#">WA - Completing RMTS</a></td> <td>WA - Module 2 Completing RMTS</td> <td>09/22/2011</td> </tr> </tbody> </table>	Title	Description	Upload Date	<a href="#">WA - Completing RMTS</a>	WA - Module 2 Completing RMTS	09/22/2011
Title	Description	Upload Date					
<a href="#">WA - Completing RMTS</a>	WA - Module 2 Completing RMTS	09/22/2011					

**Note:** You will not be able to answer any moments until you have completed the online training.

### **Tips to complete the required RMTS participant training**

**Tip 1:** If the training video doesn't begin to play, click on the 'play' arrow in the bottom left corner of the window.

DOL-BASED MEDICAID PROGRAM

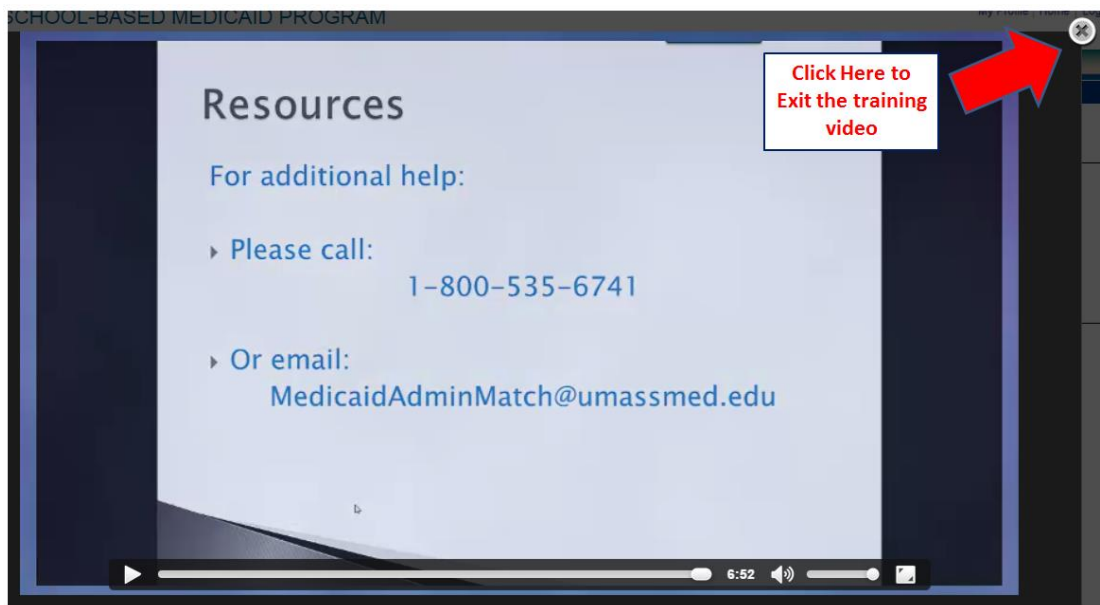
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WA SCHOOLS MAC  
Medicaid Administrative Claiming  
Random Moment Time Study

Click Here to Play the training video

6:52

**Tip 2:** After the video has finished, close the front window where the training video is displayed by clicking the 'X' in the top right corner of the window. Be careful *not* to click the red 'X' to close your internet browser and exit the application completely. If you are unable to see the 'X' to close the video player window, click the Control (CTRL) and minus keys (-) on our keyboard. This will minimize the video player window.



**Tip 3:** After exiting the training, you must certify that you completed the training by clicking on the appropriate statement on the Training Completion Certification Screen.

Training Completion Certification for WA Schools RMTS Training

You recently accessed the "WA Schools RMTS Training" training module. Please select from the choice below:

☐ I certify that I have completed the training.

☐ I have not yet completed the training.

**Note: if you need additional assistance, please contact:** the UMass RMTS Support Team at 1-800-535-6741

Or by E-mail at [MedicaidAdmMatch@umassmed.edu](mailto:MedicaidAdmMatch@umassmed.edu)

## Receiving a Moment

You will receive email notifications from [MedicaidAdmMatch@umassmed.edu](mailto:MedicaidAdmMatch@umassmed.edu) to inform and remind you that you have a moment. Participants receive email notifications at the exact time of the sampled moment; these notices will indicate the day and time of your scheduled moment. All responses for random moments must be completed within two (2) working days of the moment. Moment reminder emails are sent to participants 24 hours, and 4 hours prior to the moment's expiration date. Additionally, your MAC Coordinator and/or supervisor will be notified by email 24 hours, and 4 hours prior to the moment's expiration date, if your moment has not been completed.



## ***At the Moment Notification of RMTS Moment***

Welcome Robert Baker,

As indicated in prior email(s), you have been selected to participate in the Washington State Random Moment Time Study (RMTS) for Medicaid Administrative Claiming.

Your moment in time occurs at 09/29/2015 02:10 PM. You have two (2) work days to respond to your moment which expires on 10/01/2015 02:10 PM. It is essential that you take the time to log in and document your activity as soon as possible.

You may add documentation in support of your activity (limited to 250 characters) in the narrative text box that is available to you after you have recorded answers to the questions.

<https://www.chcf.net/chcfweb/sbc/ma-rms?userID=BakerRob>

Note:

Your User ID, BakerRob, will pre-populate but you need your Password to access your Form. If you need to have your Password reset, on the main login screen select Reset/Forgot Password? and follow the instructions. If you require additional assistance accessing the web-site please call 800-535-6741 and press option 6 or email MedicaidAdmMatch@umassmed.edu.

Once you complete your moment in time documentation, you may verify or edit your entry by logging in and selecting Prior Moments.

For further assistance, please email your MAC coordinator at MAC@HCA.wa.gov or call 360-725-1647.

Thank you.

This RMTS system is designed and managed by the University of Massachusetts Medical School

## ***Your RMTS moment will expire in 24 hours: Reminder Email Example***

Welcome Robert Baker,

You were recently selected to participate in the Washington State Random Moment Time Study (RMTS). Our records indicate you have not yet recorded your last moment.

Please complete your sample moment which occurred on 09/29/2015 02:10 PM before it expires on 10/01/2015 02:10 PM.

You may add documentation in support of your activity (limited to 250 characters) in the narrative text box that is available to you after you have recorded answers to the questions.

Simply click on the link below and record your activity for the assigned time:

<https://www.chcf.net/chcfweb/sbc/ma-rms?userID=BakerRob>

Your User ID is BakerRob.

Thank you for your attention and commitment to this random moment time study program.

For further assistance, please email you MAC Coordinator at [MAC@HCA.wa.gov](mailto:MAC@HCA.wa.gov) or call 360-725-1894.

NOTE:

Your User ID, BakerRob, will pre-populate but you need your Password to access your Form. If you need to have your Password reset, on the main login screen select Reset/Forgot Password? and follow the instructions. If you require additional assistance accessing the web-site please call 800-535-6741 and press option 6 or email [MedicaidAdmMatch@umassmed.edu](mailto:MedicaidAdmMatch@umassmed.edu).

Once you complete your moment in time documentation, you may verify or edit your entry by logging in and selecting Prior Moments.

You will receive an email notice when your moment is about to expire. A copy of the 24-hour notice and 4 hour notice will be sent to your MAC Coordinator and/or supervisor.

### ***Your RMTS moment will expire in 4 hours: Reminder Email Example***

Welcome Robert Baker,

You were selected to participate in the Washington State Random Moment Time Study (RMTS). Our records indicate you have not yet recorded the activity for your moment and it is close to expiring.

Please complete your sample moment which occurred on 02/24/2015 04:10 PM before it expires on 02/26/2015 04:10 PM.

You may add documentation in support of your activity (limited to 250 characters) in the narrative text box that is available to you after you have recorded answers to the questions.

Simply click on the link below and record your activity for the assigned time:

<https://www.chcf.net/chcfweb/sbc/ma-rms?userID=BakerRob>

Your User ID is BakerRob.

Thank you for your attention and commitment to this random moment time study program.

NOTE:

Your User ID, BakerRob, will pre-populate but you need your Password to access your Form. If you need to have your Password reset, on the main login screen select Reset/Forgot Password? and follow the instructions.

For assistance with the RMTS web-site please email [MedicaidAdmMatch@umassmed.edu](mailto:MedicaidAdmMatch@umassmed.edu) or call 800-535-6741 and press option 6.

Once you complete your moment in time documentation, you may verify or edit your entry by logging in and selecting Prior Moments.

If you need other assistance or are out of the office for more than 2 business days, please contact your MAC Coordinator or HCA: [MAC@HCA.wa.gov](mailto:MAC@HCA.wa.gov) or call 360-725-1894.

Thank you.

## Locating Moments

Once you log into the System you will see two tabs: 'Active Moments' and 'Prior Moments'. All unanswered moments will be listed under the Active Moments tab. All moments that have either been answered or have expired (moments that were not answered within 2 working days) will be listed under Prior Moments.

Active Moments    Prior Moments

[Document your Activity for 10/05/2012 10:11 AM](#)

[Document your Activity for 10/05/2012 12:19 PM](#)

[Document your Activity for 10/05/2012 03:41 PM](#)

If you need to revise a previously documented moment, you may do so by clicking on the "Prior Moments" tab above.

## Answering a Moment

Once you select an active moment, there will be four (4) questions to answer. Each question has a set of drop down answers which correspond with activities you perform. You should choose a selection that generally fits the activity you were doing; if none of the choices on the drop down menu apply to that given moment, you may free type your answer in the space provided. Once you have selected your answers, and have completed the narrative box you must check the box indicating you certify the answers are true and complete; after you are done with this process you can select the submit bottom.

## Drop Down Choices and Free-Type Space Example

Select Answer - Windows Internet Explorer

https://www.chcf.net/chcfweb/sbc/popup/selectAnswer.jsp?RMSStateQASeqId=36

[Advisory/workgroup meeting](#)

[Claim review and approval](#)

[Contract monitoring](#)

[Contract review/development/risk](#)

[Contractor training](#)

[Data analysis](#)

[E-mails/phone calls](#)

[Fiscal activities](#)

[General staff meeting](#)

[Interagency coordination](#)

[General work activities](#)

[Meetings](#)

[Policy/program development](#)

[Policy/program review/improvement](#)

If none of the above responses accurately describes your activity, please type your answer below:

Save Close

## **Documentation to Support a Moment Recorded**

Once you complete the answers to the questions, the System provides a separate required narrative box allowing you space to further document your activity (limited to 250 characters).

CMS specifies that documentation maintained in support of administrative claims must be sufficiently detailed in order to determine whether the activities are necessary for the proper and efficient administration of the state Medicaid plan.

Documentation can also be saved in, but not limited to:

- ✓ Calendars
- ✓ Chart notes
- ✓ Activity logs
- ✓ Narrative\*

\*Narratives must clearly describe why the activity was being performed and who was involved. Referral activities should specifically state to whom or where a referral was made, and coordination activities should clearly explain what services were being coordinated and specifically state who was involved.

Narrative elements include:

- ✓ Who were you working with and/or who was involved
- ✓ What were you doing
- ✓ Why were you doing it

### **Examples:**

- I was working with the counselor and student A.H. regarding student's inability to complete homework assignments.
- I was completing the daily attendance report to be forwarded to the front office.

Documentation to support moments recorded is required to be legible and usable, in the event of an audit.

**The following are examples of inadequate narratives:**

- I was talking to the counselor
- I was entering data

### Example of a moment

Observation Moment : 03/19/2015 04:57 PM

\* What type of activity were you doing? [Answer the Question](#)  
Training/professional development

\* What were you doing? [Answer the Question](#)  
Training to maintain professional medical credentialing /license

\* Who were you with? [Answer the Question](#)  
Alone

\* Why were you performing this activity? [Answer the Question](#)  
Maintain professional medical credential/license

REQUIRED: Narrative for documentation of activity (limited to 250 characters)

Participating in training to maintain nurse certification.

☒ I certify that the answers submitted are accurate and complete.

Submit Close

## Editing Answered Moments

You have two (2) working days from receiving your moment to edit your response. After logging into the System all moments previously completed within the quarter will be listed under the *Prior Moments* tab. Select the moment you wish to edit and make your changes.

### Prior Moments Example

Active Moments	Prior Moments									
<p>Prior Moments may be revised only if they fall within the acceptable grace period for that moment. If you need to revise your moment during the grace period, please click on the applicable moment time below, revise your answers and resave your moment.</p> <table border="1"> <tr><td><a href="#">10/04/2012 04:44 PM</a></td></tr> <tr><td><a href="#">10/04/2012 03:36 PM</a></td></tr> <tr><td><a href="#">10/04/2012 01:40 PM</a></td></tr> <tr><td><a href="#">10/04/2012 12:13 PM</a></td></tr> <tr><td><a href="#">10/04/2012 09:46 AM</a></td></tr> <tr><td><a href="#">10/04/2012 08:57 AM</a></td></tr> <tr><td><a href="#">10/03/2012 02:21 PM</a></td></tr> <tr><td><a href="#">10/03/2012 01:28 PM</a></td></tr> <tr><td><a href="#">10/02/2012 01:35 PM</a></td></tr> </table>		<a href="#">10/04/2012 04:44 PM</a>	<a href="#">10/04/2012 03:36 PM</a>	<a href="#">10/04/2012 01:40 PM</a>	<a href="#">10/04/2012 12:13 PM</a>	<a href="#">10/04/2012 09:46 AM</a>	<a href="#">10/04/2012 08:57 AM</a>	<a href="#">10/03/2012 02:21 PM</a>	<a href="#">10/03/2012 01:28 PM</a>	<a href="#">10/02/2012 01:35 PM</a>
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<a href="#">10/03/2012 02:21 PM</a>										
<a href="#">10/03/2012 01:28 PM</a>										
<a href="#">10/02/2012 01:35 PM</a>										

## Resetting Passwords

*You forgot your password?* Passwords can be reset by the System. Please use the following process:

**Step 1:** From the login page, **select Reset/Forgot Password?**

**Center for Health Care Financing**  
UMASS MEDICAL SCHOOL  
WASHINGTON RANDOM MOMENT TIME STUDY

### Washington Random Moment Time Study

**Login**

Welcome to the State of Washington Random Moment Time Study (RMTS) home page.

This website can be used to:

- Complete your Time Study Moment
- Track and maintain a history of your Time Study Moments
- Manage user access to data, ensuring state-of-the-art security and compliance with all applicable federal security and privacy guidelines

Training materials for completing the RMTS, including an online tutorial, are available after logging on.

To learn more about RMTS and Medicaid Administrative Match claiming, please visit:  
<http://www.hca.wa.gov/medicaid/mam/pages/index.aspx>

User ID:

Password:

☒ Remember User ID

[Reset/Forgot Password?](#)

[Instructions for Logging in](#)

**Click Here**

**Step 2:** Enter your email address and click 'reset'.

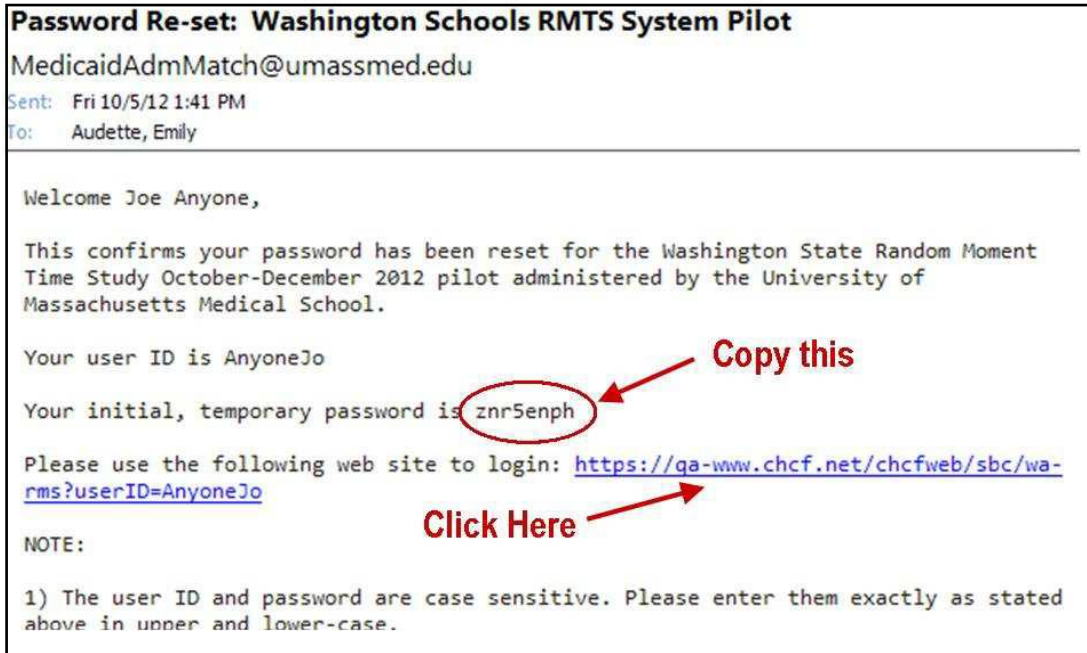
**Reset Password - Used for Forgotten Passwords**

Enter your user id:

Enter the e-mail address associated with your account:

Once you click Reset, we'll send you an e-mail message containing your new tempory password

**Step 3:** The System will send you an automated email with a temporary password and hyperlink for you to login.



**Step 4: Use the temporary password to login. You will be prompted to generate a new password**

**Change Password**

The following information is required for changing your password:

User ID :

The password must be a minimum of 8 characters in length, include both letters and numbers, and is case sensitive.

New Password :

Confirm Password :

**Choose a New Password**

**Click Here** →

[Click here](#) to get back to the Home Page.

## Missing a moment

If you are unable to answer a moment because:

- You are on vacation/temporary leave of absence longer than two working days;
- You changed job positions; or
- You are retiring

Please fill out the following form and send to **your coordinator** (also available on the [HCA website](#))

## **Change of Status Form**

## Washington Random Moment Time Study Change of Status during the Quarter

In the event a RMTS participant leaves your agency (temporarily or permanently), changes job positions, or is no longer eligible to complete the time study, the designated MAC Coordinator for the school district must complete this form and email it to: [MAC@hca.wa.gov](mailto:MAC@hca.wa.gov)

**MAC Contractor Name:**

**Time Study Participant Name:**

Please complete the following:

<b><u>Temporary Leave of Absence:</u></b>  Paid Dates:  Unpaid Dates:  Pay not determined Dates:	<b><u>Change of Job Position:</u></b>  Previous position title:  New position title:  Date of change:
<b><u>Terminated Employment with Agency:</u></b>  Date of Termination:	<b><u>Other change:</u></b>

<b>Affected Year:</b>  <b>Select affected Quarter</b>	<input type="checkbox"/> Quarter 1 (Jul 1 – Sep 30)  <input type="checkbox"/> Quarter 2 (Oct 1 – Dec 31) <input type="checkbox"/> Quarter 3 (Jan 1 – Mar 31) <input type="checkbox"/> Quarter 4 (Apr 1 – Jun 30)
---	--

<b>Comments:</b>
------------------

**Your Name:**

**Date:**

**Job Title:**

Please email completed form to [MAC@hca.wa.gov](mailto:MAC@hca.wa.gov)

**(Note: please, include the name of your *School District* and the purpose of the email in the Email's subject line)**

If you have any questions please email [MAC@hca.wa.gov](mailto:MAC@hca.wa.gov)

\*If a participant takes a temporary leave of absence, they will be included in the next quarters' RMTS participant list and their status should be reviewed prior to submitting the list to UMMS. If the participant has terminated employment with the school district, they will be made inactive and not be included in subsequent time studies.



## **Questions**

If you have questions, please contact your MAC Coordinator.